

**D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA**



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 18-2016	POSITION: Supervisory Support Enforcement Specialist
POSITION GRADE & SERIES: MS-101-13	SALARY RANGE: \$84,136 – \$91,500 per year *This position is currently budgeted to \$91,500 only. All offers will be within this range.
OPENING DATE: April 26, 2016 CLOSING DATE: May 17, 2016	TOUR OF DUTY: 8:15 am – 4:45 pm (Full-Time) Monday – Friday
AREA OF CONSIDERATION: Open to the General Public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney General for the District of Columbia Child Support Services Division Enforcement Unit Fiscal Operations Section 441 4 th Street, N.W. Washington, D.C. 20001	NO. OF VACANCIES: One (1)
DURATION OF APPOINTMENT: Career Service Permanent Appointment	

COLLECTIVE BARGAINING UNIT: This position is not in the collective bargaining unit.

BRIEF DESCRIPTION OF DUTIES: The Child Support Services Division's (CSSD) mission is to enhance the lives of families by delivering first rate child support services which helps families meet their financial and medical needs and achieve self-sufficiency. The Enforcement Unit is responsible for the case management of all Title IV-D cases with established orders (Local and Intergovernmental), utilizing numerous administrative enforcement actions including federal offset (administrative offset, tax intercept, passport denial), District tax intercept, credit bureau reporting, driver's license/vehicle registration, professional license suspension and revocation, Financial Institution Data Matches, and DC lottery intercepts to ensure compliance with the order. The Enforcement Unit is also responsible for referring cases to the CSSD Legal Services Section for appropriate action, which may include order review, adjustment and civil contempt.

Incumbent works under the general supervision of the CSSD's Fiscal Operation Section Chief, who outlines assignments through discussion, directives or conferences. While the Section Chief and the incumbent collaborate on the overall objectives, deadlines and major issues, the incumbent is responsible for independently determining and applying the most appropriate principles, concepts and practices to accomplish required tasks, and providing sound technical advice and guidance to staff. The incumbent has broad latitude to apply innovative approaches to the resolution of problems which do not have clear precedence. The incumbent informs the supervisor of issues that may have widespread impact on agency performance and compliance, while reviewing work for overall effectiveness.

Guidelines are District and federal rules and regulations, including but not limited to, Section 45 of the C.F.R. federal statutes, such as Titles IV-D, IV-A, and IV-E of the Social Security Act; District of Columbia statutes; judicial orders and case law; OAG and CSSD directives, policies, and procedures; and other reference documents.

The incumbent uses sound judgment in interpreting and selecting the most appropriate guidelines to be used in

making recommendations or finding solutions to actual or potential problems.

The incumbent is responsible for:

- Providing directives and guidance to staff on procedures and techniques to use on assigned tasks, including implementing a wide range of qualitative and/or quantitative methods to identify, assess, analyze and improve team effectiveness, efficiency and work product. Overseeing, monitoring and reporting on the status of assigned work to ensure compliance with internal and external customer service requirements.
- Managing the workload of subordinates, including setting and adjusting short-term priorities. Assisting the Section Chief in developing and implementing the strategic plan for the Fiscal Operations Section and specific unit assignments.
- Ensuring that CSSD's strategic plan, mission, vision and values are communicated to the staff and integrated into the unit's strategies, goals, objectives, work plans/product and services. Recommending solutions to enhance efficiency and customer service satisfaction, including employee satisfaction, cost effectiveness and productivity.
- Serving as a child support enforcement information resource by providing recommendations on best practices to management to enhance compliance and responsiveness; coordinating with other CSSD business units to effectuate the same.
- Performing usual supervisory functions such as reviewing and approving subordinates' time and attendance; providing feedback for interim and annual performance evaluations; taking appropriate action in response to performance management issues; identifying training needs; evaluating and approving requests for training and, at times, conducting training.
- Keeping abreast of child support enforcement regulations, policies, and "best practices." Attending regularly scheduled Fiscal Operations Section and other meetings related to incumbent's duties and responsibilities.

QUALIFICATIONS: Candidates must have at least one (1) year of specialized experience. Specialized experience is experience that equips the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

TIME-IN-GRADE RESTRICTIONS: Time in grade restrictions must be met by the closing date of this vacancy announcement.

SUBSTITUTION OF EDUCATION: Substituting education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific evidence of sustained achievement that support the level of this position. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

Ranking Factor #1: Knowledge of applicable rules including District and Federal rules, regulations and statutes, including, but not limited to, Section 45 of the C.F.R., Titles IV-D, IV-A and IV-E of the Social Security Act; judicial orders and case law;

Ranking Factor #2: Comprehensive knowledge of managerial principles, methods and practices.

Ranking Factor #3: Comprehensive knowledge of automated case management systems, including operation, data analysis, reporting, trouble-shooting and training.

Ranking Factor #4: Knowledge of and the ability to ensure the application of equal employment opportunity regulations and requirements.

Ranking Factor #5: Ability to effectively communicate orally and in writing.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Eligibles for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District application, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment. APPLICANTS WHO FAIL TO COMPLETE, SIGN, DATE AND SUBMIT THE RESIDENCY PREFERENCE FOR EMPLOYMENT FORM WITH THEIR APPLICATION WILL NOT BE CONSIDERED FOR RESIDENCY PREFERENCE.

VETERANS PREFERENCE: Applicants claiming veteran's preference must submit official proof of the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, no later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

OTHER INFORMATION: The selected candidate will be subject to a background investigation.

HOW TO APPLY: Candidates may apply via email by sending one PDF file containing the following to OAG.Recruitment@dc.gov addressed to Doris Roseborough, Management Liaison Specialist, at (202) 724-7316:

- (1) DC 2000, Employment Application for the District of Columbia Government, available at oat.dc.gov;
- (2) resume; and
- (3) cover letter describing relevant experience.

Resumes are not considered job applications. A DC-2000 must be submitted to receive consideration.

INFORMATION TO CANDIDATE: Applications received outside the area of consideration and/or after the closing date as well as **INCOMPLETE APPLICATIONS** will not be given consideration. **FOR THE PURPOSE OF EMPLOYMENT, RESUMES ARE NOT CONSIDERED COMPLETE JOB APPLICATIONS.** Therefore, to be considered all applicants **must** submit a **COMPLETED DC-2000 EMPLOYMENT APPLICATION.**

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to actual or perceived, race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, genetic information or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, genetic information or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.